



Carer Resource Directory

Ards and North Down area

(Information correct as of Nov 2023)

Finance and Practical Advice

Advice NI

An independent advice network, providing advice to those who need it. Free, confidential advice on benefits, debt, business debt, HMRC products & services and EU Settlement Scheme.

Telephone: 0800 915 4604

Email: advice@adviceni.net

Visit: www.adviceni.net/local to find your local independent advice centre

Advice Space

The Agency provides a range of advisory services to promote good employment practice and advise employers and employees on their rights and responsibilities. These services include Workplace Information Service (WIS), Briefings, seminars/webinars, and workshops, Employment Document Service.

Telephone: Confidential workplace advice line: 03300 555 300
Main advice line: 0330 055 2220

Visit: www.lra.org.uk

Age NI Advice Service

Befriending, advice and advocacy services for the older generation.

Telephone: Advice line 0808 808 7575 or Main Office 028 9024 5729

Email: advice@ageni.org

Bangor NI Foodbank

Foodbank can be accessed by requesting a voucher from a local support agency such as social services, citizen's advice.

Telephone: 028 9127 1800 or 0782 179 1674

Email: info@bangorni.foodbank.org.uk

British Legion

A charity providing care and support to serving members of the Armed Forces, veterans of all ages and their families. The organisation helps serving members of the Armed Forces, ex-Service men and women (veterans), their families and dependants year-round.

Telephone: 0808 802 8080 Helpline 8am- 8pm 7 days a week

Email: info@britishlegion.org.uk

Visit: www.britishlegion.org.uk

Christians Against Poverty

Offers debt counselling.

Email: info@capuk.org

Community Advice Ards and North Down

Helps people resolve many problems including debt, benefits, housing, legal, health, discrimination, employment, immigration, tax, relationship and consumer issues.

Telephone: 0300 123 9287

Email: zoe.parker@caand.co.uk

Consumer Council

Offers energy advice for all consumers and businesses and provides an independent energy price comparison tool.

Telephone: 028 9025 1600

Email: info@consumercouncil.org.uk

Donaghadee Foodbank

Provision of food and other essential items to people in personal or financial crisis. Referral is through various support organisations or statutory bodies.

Telephone: 028 9188 8011

Email: compassion@shorestreet.org

Employers for Childcare

The charity aims to make it easier for parents with dependent children to get into work and stay in work. The work includes a Freephone helpline and outreach service through their Family Benefits Advice Service.

Telephone: 028 9262 5767

Helpline: 0800 028 3008

Email: hello@employersforchildcare.org

Familyworks and Imagine If

Pre-school breakfast club 8am Tuesday–Friday for children to get a free breakfast before school. This is at The Warehouse, 3 Glenford Way Newtownards.

Telephone: 028 9182 1721

Email: stephanie.oneill@nelni.com

Find Help NI

Online community resource finder.

Telephone: 028 9188 8448

Email: info@findhelpni.com

Habitat Restore Newtownards

Sells donated new and used building and home improvement materials. Low cost but not free.

Telephone: 028 9189 7599

Email: info@habitatni.co.uk

Here2Help App

Provides access to advice and support services for anyone in crisis or needing help. Download the App on your phone.

Hospital Travel Costs Scheme

Patients in receipt of means tested benefits or on a low income could get help with the cost of travel to hospital appointments. It does not apply to visitors. Fill in a refund claim form HC5 which can be requested at a Jobs and Benefits Office or at the hospital site.

Inspire Regional Advocacy Service

One to one support to resolve advocacy issues available to every person with mild to moderate mental health issues.

Telephone: 0808 189 0036

Email: infoline@inspirewellbeing.org

Kilcooley Community Forum

Offers assistance with issues such as benefits, housing, anti-social behaviour and access to statutory services for local people.

Telephone: 028 9147 9424

Email: kilcooleyforum@btconnect.com

Labour Relations Agency

Offers advice and information to employees and employers in relation to an employment issue.

Telephone: 0330 055 5300

Email: info@lra.org.uk

Law Centre

Offers advice and support around employment, immigration and benefit issues.

Telephone: 028 9024 4401

Email:

admin@lawcentreni.org general enquiries

benefits@lawcentreni.org benefits advice

MACS

MACS provides a range of support for young people between the ages of 16 and 25, support includes: managing money and finances, supported housing, floating support, shared tenancies, wellbeing support and advocacy through their Led By You initiative.

Telephone: 028 4461 5155

Visit: <https://www.macsn.org/>

Make the Call

Advice about accessing benefits, supports and services. Free and confidential service.

Telephone: 0800 232 1271

Email: makethecall@dfcni.gov.uk

Migrant Centre NI

Advice and support for those from Black and Minority Ethnic communities.

Telephone: 028 3832 3844

Email: admin@migrantcentreni.org or advice@migrantcentreni.org

Mindwise Ards Advocacy Service

Advocacy for people who are affected by mental illness.

Telephone: 028 9151 0123 or 0791 862 6432

Email: matt.thompson@setrust.hscni.net

National Energy Action

Charity that campaigns for affordable warmth and improved energy efficiency in the homes of people who are vulnerable to the cold. Can offer support and advice.

Telephone: 0800 304 7159 or 028 9023 9909

Email: northern.ireland@nea.org.uk

Newtownards Foodbank

Foodbank can be accessed by referral from a local support agency such as social services, citizen's advice.

Telephone: 028 9181 7487 or 0790 293 3297

Email: info@newtownards.foodbank.org.uk

NI Direct Cost of Living Information and Advice

NI Direct has a cost of living webpage which signposts to information and advice on everything from energy to housing.

Visit: www.nidirect.gov.uk/campaigns/cost-living

NI Energy Advice Line

Offers free comprehensive advice on saving energy in the home and energy efficient grants.

Telephone: 0800 111 4455

Email: nienergyadvice@nihe.gov.uk

NI Land and Property Services

Provides advice on how to apply for reduced rates for disabled person's allowance up to 25%:

Telephone: 0300 200 7801

Reduced rates for other means tested benefits examples include universal credit:

Telephone: 0300 200 7802

Visit: www.nidirect.gov.uk/contacts/land-property-services-lps-rate-rebate-team

NI Sustainable Energy Programme

An £8 million fund to help households across NI. Schemes include LED light bulbs, hot water tank jacket, water widgee, remote smart heating controls, radiator panels, draught proofing.

Visit: www.nihe.gov.uk/community/NI-Energy-Advice/NI-Energy-Advice-GET-IN-TOUCH

Restore Furniture Store

Selling preowned goods at a low cost.

Telephone: 028 9182 7255

Email: newtownards.restore@ebm.org.uk

Rural Support

Provides impartial guidance and support for farmers and farm family members in support of their farm business and personal wellbeing.

Telephone: 028 8676 0040

Email: info@ruralsupport.org.uk

Simon Community Low Threshold Service for people who use drugs and alcohol

Offers advice and support on homelessness prevention, accommodation services, health and wellbeing and young people's support services.

Telephone: 0743 575 4304 or 0800 171 2222 emergency contact

Email: info@simoncommunity.org

Society of St Vincent De Paul

Offer a confidential, person centred, non-judgemental service to individuals and families. Home visitation is carried out by volunteers who will respond to those in need.

Telephone: 028 9035 1561 or 028 9024 7699

Email: info@svpni.co.uk

Step Change

Free confidential debt advice.

Telephone: 0800 1381 111

Email: contactus@stepchange.org

Storehouse North Down Foodstore

Foodbank can be accessed by referral from a local support agency such as social services, citizen's advice.

Telephone: 0752 654 1168

Email: info@storehousenorthdown.com

The Warehouse Wellfed Community Shop and Daily Activities

Social supermarket and associated support for people in need including lunch, dinner and breakfast clubs and Wear and Share clothing shop. Meal Clubs and Wear and share are free drop in events.

Telephone: 028 9182 1721

Email: info@thewarehousenewtownards.com

Assistance, Support and Emergency Contacts

Action for Children

Support for young carers caring for someone in the South Eastern Trust area up to the age of 18yrs. Referrals can be made directly to action for children from members of the public.

Telephone: 028 9046 0500 or 0300 123 2112

Email: niyoungcarers@actionforchildren.org.uk or ask.us@actionforchildren.org.uk for any enquires.

Visit: www.actionforchildren.org.uk

Acute Community Mental Health Services

The Home Treatment Service is the gateway to acute mental health services and provides a comprehensive assessment of need, together with a range of interventions for people aged 18-65 years of age experiencing mental health crisis. Referral is made through a GP.

Telephone: 028 9151 4281

Addiction NI

Drug and alcohol intervention and support services for adults and family members.

Telephone: 028 9066 4434 Over 50's alcohol Helpline 0808 801 0750

Email: enquiries@addictionni.com

AGE NI

Befriending, Advice and Advocacy services for the older generation.

Telephone: 0808 808 7575 Advice Line or 028 9024 5729 Main Line

Email: advice@ageni.org

AGE NI MOVE MORE LIVE MORE

Helping older people to find online exercise programmes suitable to do safely at home.

Telephone: 028 9024 5729

Email: info@ageni.org/movemorelivemore

AGE NI GOOD VIBRATIONS (MOVEMBER SERVICE)

A support and wellbeing service for men over 50 years.

Telephone: 0743 658 1437

Email: george.smith@ageni.org

Al- Anon

Offers a free and confidential service for families and carers of alcoholics, 7 days a week from 10am – 10pm. Alternatively, the service in Northern Ireland can be contacted 6pm – 11pm, 7 days a week and 10am – 1pm, Monday to Friday. The website provides links to virtual online meetings and information on alcohol and its effects.

Telephone: 0800 008 6811 Helpline 028 9068 2368 NI Telephone Number

Website: <https://www.al-anonuk.org.uk/>

Almost Home Animal Rescue NI

The Charity rescues, rehabilitates and rehomes companion animals and other small animals across NI.

Telephone: 0792 292 1852 Mon- Sat: 7.30pm- 9pm

Email: almosthomeni@gmail.com

Visit: [Almost Home: Northern Ireland Animal Rescue & Rehoming Charity \(almosthome-ni.org\)](http://Almost Home: Northern Ireland Animal Rescue & Rehoming Charity (almosthome-ni.org))

Alzheimer's Society

Monthly carer support groups in Bangor and Ards and they offer carers CrISP Programmes throughout the year (carer information and support programme for carers caring for someone with dementia).

Telephone: 0333 150 3456 support line

Or 0752 271 2764 CrISP support worker

Mon- Wed 9am - 8pm, Thurs - Fri 9am - 5pm, Sat - Sun 10am - 4pm

Switchboard: 028 9066 4100 (9am-5pm)

Email: downandlisburn@alzheimers.org.uk

Alternatively, contact crispseni@alzheimers.org.uk for programme information.

Angel Eyes

Parents of blind and partially sighted children who felt helpless and uninformed when their children were first diagnosed developed Angel eyes NI. Together they provide emotional and practical support for parents in the same position. They are a charity that aims to help parents with all the new challenges they will face and hopefully make the future seem a little brighter.

Telephone: 028 9590 2835

Email: info@angeleyesni.org

Ards Carer Support Group

Carer support group run by and for carers. Meet fortnightly at 10am on a Thursday in St Marks, Newtownards.

028 4372 1807

Ards Community Network

Support, advice and training for local communities.

Telephone: 028 9181 4625

Email: info@ardscommunitynetwork.com

ASCERT

Supporting young people, adults and families to reduce alcohol and drug related harm in communities.

Telephone: 0800 254 5123

Email: info@ascert.biz

ASSISI

Assisi Animal Sanctuary can advise regarding rehoming of companion animals, reporting of lost pets, as well as offering support by way of their Outreach scheme, which provides pet food and other essential supplies, and helps keep much-loved animals in their homes and with their families.

Telephone: 028 9181 2622

Email: info@assisi-ni.org

Autism NI

Supports individuals with Autism and their families including a helpline, support groups, training courses and an 18 plus peer network support group that meets online monthly.

Telephone: 028 9040 1729 (option 1)

Email: info@autismni.org

Visit: www.autismni.org

Autonomie

Empowers young people with additional needs and families raising a child or young person with additional needs. Services include workshops, outreach services, drop in centre and virtual support hubs. Practical and emotional support is also offered.

Telephone: 028 9591 8051 or 0787 251 9900

Email: sharon.autonomie@gmail.com

Bangor Alternatives

Mediation, advocacy and community support. Support is provided for victims of anti-social behaviour or a

neighbourhood dispute. Self-referral or referral can be made from statutory bodies.

Telephone: 028 9185 7812

Email: pete@alternativesrj.co.uk

Bangor Carer Support Group

Meets 2nd Thursday of every month in NDCN Wellbeing Hub to provide information, advice and peer support to carers.

Telephone: 028 4372 1807

Email: carer.support@setrust.hscni.net

Barnardos

Protects, supports and nurtures the most vulnerable children. Provides family support and early intervention. The family support service provides up to 12 sessions of direct support and therapeutic intervention for families with children aged 0-18yrs within the family home.

Telephone: 028 9067 2366

Email: receptionni@barnardos.org.uk

Beat Eating disorders

Provides support, information and understanding to people with eating disorders as well as their families and friends. Online POD space supports parents and carers in their journey of caring for someone with an eating disorder.

Telephone: 028 9023 5959 or 0808 801 0677 Helpline advisors

Email: nihelp@beateatingdisorders.org.uk

Beyond the Battlefield

Looks after the ex-service men and women in Northern Ireland and Ireland. The organisation offers a range of services including information, counselling, advocacy, homeless support and other services.

Telephone: 028 9122 8389

Email: info@beyondthebattlefield.org

Visit: www.beyondthebattlefield.org

Brain Injury Matters NI

Provides information and support to people who have had an acquired brain injury as well as carers and families.

Telephone: 028 9070 5125

Email: info@braininjurymatters.org.uk

Visit: www.braininjurymatters.org.uk

Cancer Focus

Provides a range of care and support services including counselling, volunteer driver scheme, family support, support groups and activities.

Telephone: 028 9066 3281 or 0800 783 3339 Nurseline support

Email: hello@cancerfocusni.org or nurseline@cancerfocusni.org cancer nurse support line

Cancer Lifeline

Helps people affected by cancer build strength through supporting them in a number of ways such as one to one support, support groups, positive well-being events and supporting carer events.

Telephone: 028 9035 1999 or 0794 910 9091

Email: info@cancerlifeline.info

Visit: www.cancerlifeline.info

Carers NI

Provides information, advice and support to carers.

Telephone: 028 9043 9843

Email: info@carersni.org

Carer Support Service

An information, advice, signposting and support service for people caring for someone living in the South Eastern Trust area.

Telephone: 028 4372 1807

Email: carer.support@setrust.hscni.net

CAUSE

A peer-led organisation run by mental health carers for mental health carers. Carer advocates provide help and support, tailored to what carers need to cope in the care-giving role.

Telephone: 028 9065 0650 or 0800 103 2833 Helpline

North Down Area: pat@cause.org.uk

Email: info@cause.org.uk

Childline

Free support for people up to the age of 19yrs who need someone to talk to 24/7 365 days a year. Telephone, send emails via their website locker account or use their 1-2-1 counsellor live online chat.

Telephone: 0800 1111

Visit: www.childline.org.uk

Children's Law Centre

Child-focused and child-friendly legal advice/information for children/young people and their parents/carers and representation service for children/young people at educational tribunals, mental health review tribunals, appeals.

Telephone: 0808 808 5678 free advice line or email for advice: chalky@childrenslawcentre.org

Email: info@childrenslawcentre.org

Contact a Family

Provides local advice, organise coffee mornings and family fun days and outings and brings families together for friendship and support for families of disabled children. Also offers a Listening Ear service.

Telephone: 0808 888 3555

Email: nireland.office@contact.org.uk

Visit: www.contact.org.uk

Contact Northern Ireland

Provides information and advice to families who care for children with a disability or special needs. Debt transition.

Telephone: 0808 808 3555

Email: nireland.office@contact.org.uk

County Down Rural Community Network

A network of local community groups which promotes local events and learning opportunities.

Telephone: 028 9182 8884

Email: sandra@countydownrcn.com

Deafblind UK

Accessible Helpline, help with technology, social opportunities and emotional support such as counselling, support for carers, befriending service and veteran support.

Telephone: 0800 132 320

Email: info@deafblind.org.uk

BSL video relay:

<https://www.insignlanguage.co.uk/vrs/client-direct/cf6b3f3e-1608-4046-a8e6-a42338fa039f/>

Dementia NI

Promote the rights for people living with dementia to be involved in decisions that affect their everyday lives. Offers support.

Telephone: 028 9693 1555

Email: info@dementiani.org

Diabetes UK – North Down and Ards Group

Provide information sessions.

Telephone: 028 9066 6646 or 028 9536 0600 Helpline

Email: n.ireland@diabetes.org.uk

Disability Action

Works with people with various disabilities and service include advice, driving support, disability support services, DATS transport scheme and support around employment.

Telephone: 028 9029 7880

Email: marketing@disabilityaction.org

Down Community Transport

Provides a safe, affordable, flexible and accessible transport service to the community. There are eligibility requirements and a charge for the service.

Visit: www.downct.com or bookings@downct.com

Down's Syndrome Association

Committed to improving quality of life for people who have Down's Syndrome.

Telephone: 028 9077 6176 or 0333 121 2300 Helpline

Email: info@downs-syndrome.org.uk

Emergency Social Work Service

Will provide services for: children and young people, older people, people with mental health problems, people with learning disabilities, people with physical disabilities and families and carers of all these groups.

Weekdays 5pm-9am and 24hour service at weekends and bank holidays.

Telephone: 028 9504 9999

Falls Prevention Service

Trust service set up to help prevent falls for people over 65yrs. Can self-refer if over 65yrs, live in SE Trust area and have fallen in the last 12 months or are concerned about falling.

Telephone: 028 9263 3705

Email: fallsprevention.service@setrust.hscni.net

GAMCARE

The leading national provider of free information, advice and support for anyone affected by gambling problems.

GamCare provides education, information and support to young people (11-18yrs) across Northern Ireland. They also provide guidance and support for parents and professionals who are worried about a young person.

Telephone: 0808 8020 133 (24hours a day, free to call) or 020 3092 6964

Live chat: BigDeal.org.uk

Email: YoungPeopleService@gamcare.org.uk

GP Out of Hours

GP Out of Hours cover 6pm om week days until surgeries open. Cover 24 hours Saturday and Sundays and bank holidays.

Telephone: 028 9182 2344

Headway

Delivers individual and group support to adults with an acquired brain injury, the services vary according to local need and include social and community meetings, alongside information sharing and carer support and providing brain injury ID cards.

Telephone: 0808 800 2244 Helpline or justice project team 0115 855 0088

Email: helpline@headway.org.uk

Hourglass

Listen, advise and support vulnerable older people over 60 and those affected by harm, abuse and exploitation through their helpline or community response team. Accessible 24/7.

Telephone: 0808 808 8141

Email: nireland@wearehourglass.org

Huntington's Disease Association

Provides support, information, advice and social connections to those living with the impact of Huntington's Disease. They run regional support groups, provide face to face and telephone advice and support as well as opportunities for families to connect through events and befriending services.

Telephone: 0773 393 5863

Email: info@hdani.org.uk

Lifeline

Emergency 24hr telephone emotional support.

Telephone: 0808 808 8000

Macmillan Health and Wellbeing Service

Provides information and confidential support to people living with cancer and their carers. Offers benefits advice, counselling and complementary therapies as well as advising on practical issues. There is a free driving service but patients need to be referred by a medical professional or social worker.

Telephone: 0800 808 0000 support line or 028 9055 3246 for local support centre

Email:

macmillan.informationandsupport@setrust.hscni.net

Marie Curie

Free telephone support for anyone with a terminal illness, their carers and family members. The organisation provides help at home, benefits advice, emotional support, advice of future planning and they offer a nursing information and advice line. Energy support officers help service users and carers to understand their bills and provide information on grants available. There is a companion over the phone service and a bereavement telephone service.

Telephone: 0800 090 2309

Visit: www.mariecurie.org.uk/support

Mencap

Provides support and information for people with a learning disability, their families and other carers.

Telephone: 0808 808 1111 Helpline or 028 9146 6606 employment team number

Email: helpline.ni@mencap.org.uk

Men's Advisory Project

Offering support for any man facing domestic abuse. Support with understanding options, legal and benefits information and one to one support and counselling.

Telephone: 028 9024 1929

Email: info@mapni.co.uk

Mind Wise

Mind Wise is a leading membership-based mental health charity in Northern Ireland. Working with and for people of all ages directly affected by mental health issues as well as families, carers, employers and teachers for over 50 years.

Telephone: 028 9040 2323

Visit: <https://www.mindwisenv.org/>

Minor Injuries Unit Ards and Bangor

Helps with minor limb injuries, wounds, minor burns, bites and stings, minor head injuries and chest injuries.

Telephone: 028 9151 0110 Ards or 028 9147 5120 Bangor

MND (Motor Neurone Disease) Association

Provides support to people with MND, their families and carers. Offers support sessions and activities as well as one to one support.

Telephone: 0743 483 9842

Email: nibranch@mndani.com

Multiple Sclerosis Society

Supports people living with or affected by the condition. Offers a wide range of support activities including counselling, Pilates, yoga and local support groups and programmes.

Telephone: 0808 800 8000 National Helpline or 028 9080 2802 for local support

Email: nireception@mssociety.org.uk

Visit: www.mssociety.org.uk

National Autistic Society

Provide specialist help, information and care for autistic children and adults and their families.

Telephone: 028 9068 7066

Email: newtownards@nas.org.uk

or northern.ireland@nas.org.uk

National Key Scheme

A RADAR Key is a large skeleton key that opens more than 10,000 toilets in the UK, giving people with disabilities and health conditions independent access to locked public toilets around the country.

Email: enquiries@disabilityrightsuk.org

Neurodiversity UK

Helps and supports children and adults affected by learning difficulties, mental health conditions and neurodevelopmental disorders through advice, education and sport.

Telephone: 028 9189 7677

Email: comber.asg@outlook.com

North Down and Ards Home Safety Team

Home safety check service for families with children under 5yrs, people over 65yrs or if someone in the house has a disability or is vulnerable.

Telephone: 0300 013 0333 Ext 40336

Email: homesafety@ardsandnorthdown.gov.uk

North Down and Ards Women's Aid

Support to women and children affected by domestic and sexual violence.

Telephone: 028 9127 3196 or 0808 8021 414 24hr Helpline

Email: info@ndawomensaid.org

North Down YMCA

Supports young people, families and the local community by running a number of community groups and activities including a community café Monday, Tuesday and Wednesday 10-2pm.

Telephone: 028 9145 4290

Email: info@northdownymca.org

Northern Ireland Chest Heart and Stroke

Provides advice and support to people who have had chest or heart problems or have had a stroke as well as their carers through carer training programmes and peer support groups.

Telephone: 028 9032 0184

Email: mail@nichs.org.uk

NSPCC

Child protection 24/7 helpline – offering support regarding emotional, physical or sexual abuse or neglect.

Telephone: 0829 035 1135 or 0808 800 5000 Helpline

Email: help@nspcc.org.uk

PAPYRUS

PAPYRUS Prevention of Young Suicide is the UK charity dedicated to the prevention of suicide and the promotion of positive mental health and emotional wellbeing in young people up to the age of 35yrs.

Telephone: 0800 068 4141

Text: 0786 003 9967

Email: pat@papyrus-uk.org

Parenting NI

Provides free support, training and information to parents.

Telephone: 028 9031 0891 or call 0808 8010 722 Helpline

Email: help@parentingni.org or info@parentingni.org

Parentline NI

A free service which provides advice, support and guidance to parents, carers and family members.

Telephone: 0808 802 0400

Email: parentline@ci-ni.org.uk

Parkinson's UK

Provides information and support for people with Parkinson's Disease and their family and carers. Offers practical and emotional support and information on benefit entitlement, how to access grants and financial assistance.

Telephone: 028 9092 3370 or call 0808 800 0303 Helpline

Email: northernireland@parkinsons.org.uk or hello@parkinsons.org.uk

Primary Care Multi-Disciplinary GP Practice Teams

Staff in these teams include physiotherapists, mental health workers, social workers, health visitors and district nurses who work alongside GPs and practice staff. They help to meet the social, physical and mental health wellbeing needs of the local people.

Contact your GP Surgery for details and to connect in with specialist staff.

Recovery College

Organise and run a wide range of courses as well as providing information and resources on mental health and wellbeing.

Telephone: 028 9041 3872

Email: recovery.college@setrust.hscni.net

RNIB

Provides multiple support services for people with sight loss and carers and family members. These include counselling and parent carer support group.

Telephone: 028 9032 9373 or call 0303 123 9999 helpline

Email: helpline@rnib.org.uk or rnibni@rnib.org.uk

RNID National Hearing Loss Charity

Provides support and information for people with hearing loss.

Telephone: 0808 808 0123 Helpline or call 0734 299 4453 liaison officer

Email: contact@rnid.org.uk

Rosie's Trust

Helps look after pets if the owner is indisposed through illness or circumstance and they have no other avenues of support. Pet walking and fostering services (dependent on availability).

Telephone: 028 9164 1340 or call 0772 120 4061

Email: mail@rosiestrust.org

SAIL (Transgender support)

The support organisation for the families of transgender and gender variant people in Northern Ireland. The organisation organises meetings and directly support families through family support NI.

Telephone: 028 9532 0023 or call 0751 022 8411 family support 028 3057 0075

Email: info@familysupportni.gov.uk

Samaritans

Emergency 24hr telephone emotional support.

Telephone: 116 123

SEH&SC Trust Brain Injury Service

Telephone: 028 9151 1192

SEH&SC Trust Children's Disability Service

Telephone: 028 4451 3938 and follow the options relevant to your area.

SEH&SC Trust Dementia Navigators

Telephone: 028 9187 0987

SEH&SC Trust Gateway Services

Telephone: 0300 1000 300

SEH&SC Trust Learning Disability Service

Telephone: 028 9151 1190

SEH&SC Trust Mental Health Service

Telephone: 028 9151 1199 North Down

Telephone: 028 91512156 Ards

SEH&SC Trust Older People's Services

Telephone: 028 9598 8098 and follow the options relevant to your area.

SEH&SC Trust Physical Disability Service

Telephone: 028 9151 1190

SEH&SC Trust Sensory Support Team

Telephone: 028 9151 0136

Fax: 028 9151 0145

Minicom: 028 9151 0137

Mobile: 07734 282 646

SERC Support for Student Carers

Provides information, advice and support to student carers.

Telephone: 0345 600 7555

Email: studentcarers@serc.ac.uk

Shine

Supporting individuals with Spina Bifida or Hydrocephalus and their carers. Shine offers support groups and training and can offer guidance, friendship and support.

Telephone: 0173 355 5988

Email: firstcontact@shinecharity.org.uk

Special Educational Needs Advice Centre (SENAC)

Advises on the NI statutory SEN system. Provides information and advice on getting help and support in school for children with learning difficulties and special educational needs.

Telephone: 028 9070 5654 or 028 9079 5779 Advice Line

Email: info@senac.co.uk

Stroke Association

Emotional and post stroke support to individuals and their families. A support group is offered at Green Road community Centre, Conlig.

Telephone: 028 9050 8020

Email: northernireland@stroke.org.uk

The Link Family and Community Centre

Works with vulnerable and at risk individuals many of whom experience deprivation, exclusion or loneliness. Provides a range of facilities, programmes and support.

Telephone: 028 9182 1124

Email: info@thelinkcenter.org

Tide

A network of present and former carers of people with dementia. Offer a handbook for anyone caring for someone with dementia and carer development programmes.

Telephone: 0784 142 1158

Email: carers@tide.co.net

Versus Arthritis

Various support services and activities for people with arthritis. Local branches and groups meet monthly and offer a welcoming space for chat, support and hear from invited speakers.

Telephone: 028 9078 2940 or 0800 520 0520 Helpline

Email: enquiries@versusarthritis.org

or j.mccormick@versusarthritis.org Bangor group

Victim Support

Victim Support is an independent charity dedicated to supporting victims of crime and traumatic incidents in Northern Ireland by offering advice and support. Support can be offered to any person of any age and of any group or orientation.

Telephone: 0808 168 9111

Visit: <https://www.victimsupport.org.uk/> for 24/7 online live chat and the link to their relay app.

<https://www.victimsupport.org.uk/accessibility/contact-victim-support-using-british-sign-language-bsl/> link for support through BSL.

Women's Aid

Support to women and children affected by domestic and sexual violence.

Telephone: 028 9066 6049 or call 0808 802 1414 helpline

Email: support@belfastwomensaid.org.uk

Young Minds

Providing support to children and young people up to the age of 25, parents and carers who are concerned about their child's mental health.

Telephone: 0808 802 5544 parent's Helpline

Visit: <https://www.youngminds.org.uk/>

Managing at Home

Ability Net NI

Assist elderly and disabled people across NI to use computer technology at home, work and in education. The organisation provides free independent advice and support on technology matters. Volunteers can support people face to face in the person's home.

Telephone: 0800 048 7642 free Helpline

Email: enquiries@abilitynet.org.uk.

Visit: <https://abilitynet.org.uk/at-home/request-free-it-support-home>

AGE North Down and Ards (AGEnda)

Good morning call service and housing support for the older generation. A carer coordinator can be contacted for information, advice and support.

Telephone: 028 9127 1968

Email: goodmorningcall@agenorthdownandards.co.uk or carers-support@agenorthdownards.co.uk

Blue Badge Scheme

A service for people with severe mobility problems. It allows badge holders to park close to where they need to go. There is a criteria and £10 charge.

Telephone: 0300 200 7818

Email: bluebadges@infrastructure-ni.gov.uk

British Red Cross

Helps people in crisis. Can provide short term wheelchair loans, transport etc.

Telephone: 028 9073 5350

Email: contactus@redcross.org.uk

Bryson Charitable Group

Bryson Charitable Group develops and delivers sustainable responses to social needs across Northern Ireland and beyond.

Visit: <https://www.brysongroup.org/who-we-are/our-group-companies/> for more information on their group companies such as Bryson care, Bryson energy and Bryson Recycling.

Telephone: 028 9032 5835

Email: info@brysongroup.orgCaring

Caring Communities Safe and Well

Support service for people over 65yrs who feel lonely and socially isolated. The service helps people to meet

others, get out and about, keep active and healthy and access information and advice.

Telephone: 028 9756 6934

Email: safeandwell@setrust.hscni.net

Community NI

A website developed to connect people to the voluntary and community sector by council area.

Visit: <https://www.communityni.org/services>

Crossroads Caring for Carers

Work with and support young carers and run a befriending service for older people. They provide Take Out and Shopping Calls at a charge.

Telephone: 028 9180 0661

Email: info@crossroadscare.co.uk

Family Support Hub North Down and Ards

Family support hubs provide early intervention (emotional and behavioural support) family support services to vulnerable families and children aged 0-18yrs. Support runs for 6 to 12 weeks.

Email: familysupporthubs@setrust.hscni.net

Go On NI

Highlights the benefits of being online and provides free internet training.

Telephone: 0808 808 7575 free telephone advice service

Email: future@finance-ni.gov.uk

Home Start

Supports families with young children who are experiencing challenges including poor mental or physical health, bereavement or post-natal depression, financial worries. May be able to help by offering volunteer home visiting support or you may wish to attend one of the family groups. This is self-referral or referral through professional organisations.

Telephone: 028 9127 1202 Bangor 028 4278 8369 Ards and Peninsula

Email: hello@homestartacapa.org.uk

Silverline

Free confidential helpline for older people offering friendship, conversation and support 24/7.

Telephone: 0800 4708 090

Email: info@thesilverline.org.uk

Sure Start

Works with parents and children under 4yrs to promote physical, intellectual, social and emotional development. People can self-refer. The services are post code dependent so contact the team to check eligibility.

Telephone: 028 4273 9322 Kircubbin 028 9181 9722
Newtownards 028 9145 7248 Bangor and Donaghadee

Email: bangor@brysonsurestart.org

Counselling and Wellbeing

Accord NI Catholic Marriage Care

Offers marriage and relationships counselling.

Telephone: 028 9023 3002

Email: info@accordni.com

AMH New Horizons

Offer a range of person centred programmes for people recovering from mental illness. Referrals through local mental health services, addiction services or the job centres.

Telephone: 028 9182 2410 Ards or 028 9127 0979 Bangor

Email: comms@amh.org.uk

AMH New Life Counselling

Provides free counselling services. Online self-referral.

Telephone: 028 9039 1630

Email: www.amh.org.uk/new-life-counselling

Aware NI

Wellbeing group and general support at NDCN Hub alternative Wednesdays at 7pm and at 69 Frances Street Newtownards alternative Wednesdays. Email before attending.

Telephone: 028 9035 7820

Email: info@aware-ni.org

Christian Guidelines Counselling

A free counselling service for adults, open to all.

Telephone: 028 9146 8846

Email: admin@cguidelines.org.uk

Connect Christian Counselling Service

Offers counselling to adults and families irrespective of gender, sexual orientation, religion or ethnic origin. Free of charge.

Telephone: 028 9188 8080

Email: www.irishmethodist.org

Cruse Bereavement Care

Provides support to individuals who are dealing with bereavement.

Telephone: 0808 808 1677 Helpline or 028 9127 2444 North Down and Ards

Email: northern.ireland@cruse.org.uk

Hollywood Family Trust Community Counselling

A free counselling service to help equip individuals and families through some of the issues in their lives.

Telephone: 028 9042 7214

Email: counselling@hollywoodft.co.uk

Inspire Wellbeing

Provides a range of services and offers support or information about mental health.

Telephone: 0808 189 0036

Email: hello@inspirewellbeing.org

NDCN, Bangor Counselling Support

Free mentoring and counselling support.

Telephone: 028 9146 1386

Email: wellbeingndcn@gmail.com

Peninsula Healthy Living

A health and wellbeing hub that offers a range of activities.

Telephone: 028 4273 9021

Email: info@peninsulahealthyliving.org

Relate

Provides relationship, family, kids, teen, adult couple and single adult counselling services as well as relationship MOT and therapies around sensitive subjects such as sex. Self-referral available. Charges may apply.

Telephone: 028 9032 3454

Visit: www.Relateni.org

UHub Therapy Centre

The therapy centre deliver talking therapy, drama, music, creative, holistic therapies and yoga for children and adults with autism and their carers.

Telephone: 028 9188 8448 (9-3pm)

Email: info@uhub.org.uk

Wellness Recovery Network

Provide creative and group sessions focusing on mental health and wellbeing offering support and understanding in talking about mental health and sharing strategies for wellbeing. Meeting 2nd Friday of every month in Londonderry Park 10-12 noon.

Telephone: 028 9041 3872 or 0797 132 9525

Email: wellnessrecoverynetwork@setrust.hscni.net

Social Activities

Ards Arts Centre, Newtownards

Offers art and drama activities. Most charge a fee and need to be pre-booked.

Telephone: 028 9181 0803

Email: arts@ardsandnorthdown.gov.uk

Bekind to Your Mind

Self-care workshops for parents/carers of children with learning disabilities.

Email: beinkidsclub@yahoo.com

Bangor Aurora Aquatics and Leisure Complex

A council leisure facility offering a range of sporting and leisure activities.

Telephone: 028 9127 0271

Email: bangoraurora.com

Blair Mayne Wellbeing and Leisure Centre

A council leisure facility offering a range of sporting and leisure activities. The centre runs an Autism Splash Special for children with Autism on Fridays 6.30pm-8pm.

Telephone: 028 9181 2837

Email: ardslc@ardsandnorthdown.com

Comber Leisure Centre

The centre runs a range of classes and course and has a modern gym and weights room.

Telephone: 028 9187 4350

Email: comberlc@ardsandnorthdown.gov.uk

Comber Regeneration Community Partnership

The website will advise on what is happening in the Comber area.

Visit: comberregeneration.co.uk

Community Development Clubs

The Ards and North Down Community Development Team run a wide range of clubs across the Borough from play clubs for Primary School age children to additional needs discos, family clubs and older people's clubs. All council run clubs are fee but registration is necessary.

Telephone: 0300 013 3333 using extensions 40347, 40348 and 40344

Email: enquiries@ardsandnorthdown.gov.uk

Cuan Craic Drama Group

Over 50's drama workshops in Maxwells Courtyard Kircubbin every Tuesday 2pm.

Telephone: 028 9181 0803

Email: admin@ndcn.co.uk

Donaghadee Community Development Association

The website and facebook are very good ways to find out about upcoming events in Donaghadee.

Visit: info@visitdonaghadee.com

Donaghadee Community Choir

Rehearses every Thursday evening with a group of approx. 50 ladies. Audition necessary for potential new members.

Telephone: 0777 319 6245 Louise Bryson

Email: mail@donaghadeechoir.co.uk

Donaghadee Community Directory

A list of all community groups in Donaghadee.

Visit: <https://visitdonaghadee.com/donaghadee-community-directory/>

Donaghadee Male Voice Choir

Rehearses every Monday evening 7.45pm-10pm. New members very welcome.

Telephone: 028 9181 0609 Michael Pritchard

Email: mail@donaghadeechoir.co.uk

Hollywood Shared Town

A community based charity offers a range of initiatives including a walking group, a community garden and Hollywood Men's Shed. Check out their website and facebook for activities and projects.

Telephone: 0771 058 5876

Email: info@hollywoodsharedtown.org

Kilcooley & Ards North Down Women's Centre

The centre runs many courses and activities. Check their facebook page for the most up to date information. There may be a fee attached to some courses.

Telephone: 028 9147 8292

Visit: info@kilcooleywomenscentre.co.uk

Leisure Ards and North Down

Official site that provides information of programmes organised in various leisure centres throughout the Borough.

Telephone: 0300 013 3333

Email: leisure@ardsandnorthdown.com

Libraries NI

Free IT training and many activities run in local libraries.

Telephone: 028 9039 5989

Lunch Club Hamilton Road Baptist Church

Provides a free lunch on 1st Monday of every month.

Free coffee, biscuits and chat every Tuesday, Wednesday and Thursday to the Brew Dock 11am- 1pm.

Memory Lane Church, 1st Sunday each month 3pm-4pm for people suffering from a Dementia related illness, their carer's, family and friends.

Telephone: 028 9145 4546

Email: theoffice@hamiltonroadbaptist.com

Lunch Club Regent Street Methodist Church Newtownards

Provides lunch for £4 3rd Wed of every month

Email: info@regentstreetmethodist.org

Memory Lane Church

A church service at Hamilton Road Baptist for people with dementia and their families. 1st Sunday of each month 3pm-4pm.

Telephone: 0779 352 5287 Trevor Anderson or 0744 934 2493 Frank Beattie

Email: theoffice@hamiltonroadbaptist.com or memorychurchlanebangor@hotmail.com

Men's Sheds

Community spaces for men to connect, converse and create. Helps to reduce loneliness and isolation.

Bangor:

NDCN Community Hub Wednesdays 2pm-4pm. No charge but request a donation.

Telephone: 028 9146 1386

Email: gregorymartin@ndcn.co.uk

Hollywood:

The Shed is open every day 11am-3.30pm. Annual joining fee of £20. Meets at Stable Yard Redburn Country Park.

Email: bill@lockhartpsychology.com

Portaferry:

£20 annual membership and £5 per week for lunch and refreshments. Runs Monday, Wednesdays and Fridays 10am-2pm and Tuesdays and Thursdays 7pm-9pm. Meets at St Patrick's Community Centre, Portaferry.

Telephone: 028 4272 8731

Email: portaferrymensshed@outlook.com

Millisle:

Meets every Thursday 10am-12.30pm in Millisle Community Hub. No charge.

Ballywalter:

Meets 52-60 Main St Ballywalter fortnightly Wednesdays 7.30pm. Occasional lunch meetings.

Email: ballywalter.menshed@gmail.com

North Down Community Network and Hub

Offers a wide range of social and informational sessions and counselling. Thursday from 10am - 2pm, with the Community Cafe welcoming people for a warm meal from 12pm - 1pm every Thursday.

Telephone: 028 9146 1386

Email: admin@ndcn.co.uk

Open Arts Take Away Theatre

Arts and disability organisation who supports the creativity and artistic development of disabled people through weekly classes and projects. A free interactive theatre performance takes place in your own home for you and your family, for people who find accessing typical theatre a challenge. This is a free service.

Telephone: 028 9024 0765

Email: eileen@openartsni.org

Recharge CIC

A community interest company which organises and runs wellbeing events and activities which are open to carers. Recharge may offer free or subsidised places for carers but many have a charge. Check their website for their programme and events and any associated costs.

Telephone: 0779 131 3106

Email: enquirerecharge@gmail.com

Resocialise CIC

Helps men who become isolated through illness or other reasons to renew their zest for life, Meets every Monday 10am-1pm at Ards Rangers Football club.

Telephone: 0793 854 8034

Email: hello@resocialise.me

Seacourt Print Workshop

An open access print workshop based in Bangor offering course and resources as well as a self-arranged residency programme. There may be a cost.

Telephone: 028 9146 0595

Email: info@seacourt-ni.org.uk

Sew Healthy

Sewing classes meeting at the NDCN Hub, Bangor every Tuesday 10.30am-12.30pm. £15 for 3 sessions and booking is necessary.

Telephone: 028 9146 1386

Email: admin@ndcn.co.uk

U3A 1st Comber Presbyterian Church

For retired or semi-retired members. Membership is £15 per year. Meet last Monday of every month and have different speakers.

Email: info@u3a.org.uk

Walk NI

Website providing information regarding walking groups in your area.

Telephone: 028 9030 3930

Email: info@walkni.com

Whitehill Community Association

A community centre service the local area. They offer support and advice around issues such as housing and benefits. Drop in coffee and chat service Monday, Wednesday and Thursday 10.30am-12.30pm and a kids club for children aged 5yrs-16yrs for which there is a £1 charge. A mums and tots club will be coming soon.

Telephone: 028 9147 3324

Email: whitehillca@hotmail.co.uk

SAF

Café runs every Thursday at the NDCN Well being Hub, Main Street Bangor. £2 minimum contribution.

Telephone: 028 9146 1386

Email: wellbeingndcn@gmail.com

Safe and Warm Spaces

Bangor Warm Welcome Space

Provides a warm welcome space for those struggling to heat their homes this winter.

1st Bangor Presbyterian Church, Main Street Bangor

Monday to Friday 9am-4pm.

Telephone: 028 9127 0580

Email: office@firstbangor.org

Bangor West Presbyterian Church, Rathmore Road, Bangor

Community drop in Wednesday 10am-1pm.

Telephone: 028 9145 9688

Email: office@westchurchbangor.org

West Church Kilcooley, Drumahirk Drive, Bangor

Community drop in Thursday 1-3pm.

Telephone: 028 9145 9688

Email: office@westchurchbangor.org

Bangor Salvation Army Crosby Street, Bangor

The Welcome Table, community drop in Monday 10.30am-12.30pm.

Telephone: 028 9127 5100 or 0746 965 8405 Helpline

Email: linda.cuncliffe@salvationarmy.org.uk or bangor@salvationarmy.org.uk

Comber Methodist Church

Services available: Tea/Coffee, food and activities. Free WiFi. Opening times: Wednesday from 10am to 12.30pm

Email: comber.methodist@outlook.com for more information.

Donaghadee Youth for Christ

A drop in service for young people, services available: Tea/Coffee (small charge), food (small charge), free activities. Opening times: Monday afternoons from 4pm to 5.30pm for Year 8 & 9 young people, Tuesday afternoons 3pm to 4.30pm for P7 children, Wednesday afternoons 3pm to 4.30pm for P6 children & Friday evenings from 8pm to 10pm for Year 9+ young people.

Telephone: 0771 224 8864

First Hollywood Presbyterian Church

Services available: Tea/Coffee, food and free activities.
Opening times: Each Thursday from 10am to 4pm.

Email: cjanebailie@outlook.com for more information.

Hollywood Baptist Church

Services offered: Free tea, coffee and soup lunch.
Opening times: Thursdays 11am – 2pm.

Telephone: 028 9042 1519 for more information.

Libraries NI

Bangor Carnegie Warm Space

Operates during library opening times. Please see library website for more information.

Telephone: 028 9127 0591

Email: <https://www.librariesni.org.uk/> or bangor.carnegie@librariesni.org.uk

Donaghadee Library

Killaughey Road warm space operates during library opening times.

Telephone: 028 9188 2507

Dundonald Library

Church Road warm space operates during library opening times.

Telephone: 028 9048 3994

Hollywood Library

High street library warm space operates during library opening times.

Telephone: 028 9042 4232

Killyleagh Library

High Street warm space operates during library opening times.

Telephone: 028 4482 8407

Newtonards Library

Regent Street warm space operates during library opening times.

Telephone: 028 9181 4732

Portaferry Library

High Street warm spaces operates during library opening times.

Telephone: 028 4272 8194

Millisle Health and Wellbeing Group

The Masonic hall, services offered: Tea/Coffee and food.
Opening times: 12 noon until 3.30pm.

Telephone: 0756 838 3422

Email: millislehwg@gmail.com

Millisle & District Community Association

Millisle Community Hub, services offered: Tea/Coffee, food and activities. Opening time(s) of WARM Space: Tuesday 12-4pm, Wednesday to Friday 10am-4pm, Saturday 10am -12.30pm.

Telephone: 0771 933 9953

Email: jo@millisle.org.uk

North Down Museum

The Museum entry is free of charge, services available: Tea/Coffee (small charge), food (small charge), free activities. Opening times: Mon Closed, Tues- Sat 10am-4pm, Sun 12noon – 4pm.

Telephone: 028 9127 1200

Parklands Cafe & Eatery

Blair Mayne Wellbeing & Leisure Complex, cafe with large seating area. Opening time(s) of WARM Space Parklands Cafe is open: Monday to Friday 9am to 6.30pm Saturday 9am to 5pm Sunday 10am to 5pm The Leisure Centre is open longer hours. Other services offered at WARM Space Tea/Coffee and food (small charge).

Telephone: 028 9182 2463

Email: parklandscafe@gmail.com

Peninsula Healthy Living

Kircubbin Community Centre. Opening Hours: Monday to Friday 9am-5pm

Visit: <https://www.peninsulahealthyliving.org/> for more information.

Portaferry Methodist Church

Portaferry Methodist Church, services offered, tea/Coffee and food Opening times from 6th December: Every Tuesday from 9:30 am to 12:30 pm Every Thursday from 2 pm to 5 pm.

Telephone: 0783 166 4347

Email: mike.anderson@irishmethodist.org

Visit: <https://www.portaferrymethodistchurch.org/>

Regent Street Presbyterian Church

Coffee bar drop in with coffee tea and snacks Opening times Monday and Friday each week from 10am - 12.00 noon Tea/Coffee and food.

Telephone: 028 9182 2416

Email: regent.st@btconnect.com

Ards and North Down Borough Council

Ards Arts Centre Town Hall, opening time(s) Tuesday - Friday 10.00am - 4.00pm Saturday 10.00am - 1.00pm.

Telephone: 028 9181 0803

Email: arts@ardsandnorthdown.gov.uk

Salvation Army Newtownards

Community drop in Monday 9.30am-2pm at 19 Regent Street Newtownards

Telephone: 028 9182 1099 or 0756 319 7063

Email: newtownards@salvationarmy.org.uk

SERC Bangor

The Birches College Kitchen provides sandwiches, scones and hot food at a relatively low cost for our staff and students and is also open to the general public. Due to safeguarding, the only areas open to the general public are between the Bangor Campus reception and The Birches College Kitchen. However, students and staff can utilise campus facilities during all normal opening times, even if they do not have timetabled classes.

Opening time(s) of WARM Space

8.30am - 10.30am – Monday to Friday

4.30pm – 8.00pm (hot counter closes at 6.45pm)
Tuesday and Thursday

Telephone: 0345 600 7555

The Beacon 58 Movilla Road Newtownards

Community drop in Tuesday 10am-12 noon and 7pm-8.30pm, Friday mornings 10-12pm Men's Cave and Saturday 10am-12noon (1st Saturday of every month).

Telephone: 0782 862 8673

Email: info@goodnews4u.net

The Warehouse Newtownards

The Warehouse Newtownards, Opening time(s) of WARM Space, drop in Tues 9am - 8pm and Wed - Friday 9am - 2pm. Call in for coffee, breakfast, lunch or dinner. It's all free.

Telephone: 028 9182 1721

Email: tracy.mcvea@thewarehousenewtownards.com

West Winds Development Association

The Shack 55 Shackleton Walk, The Shack Drop In at the shops in the West Winds Estate. It is a room used for people to come together to meet up, have something warm to eat and drink and have a chat and make new friends. Opening time(s) of WARM Space Tuesdays 12 noon to 2pm Free Tea/Coffee, food and activities

Telephone: 0786 169 0248

YMCA Northdown

BME Women's Group Monday 10-12pm, Creative Connections Monday 10-12pm, Yspace Community Café Monday & Wednesday 12-2pm, Community Lunch Monday & Wednesday 12.30-1.30pm, 55+Friendship Group Wednesday 2-3.30pm, Men's Health Group, Thursday 11.30-1pm, Welcome Cafe (For Ukraine's & their Sponsors) Friday 10-12pm.

Telephone: 028 9145 290 for more information.